

e-Learning FAQ

Q: ***What is an LMS?***

A: A **Learning Management System (LMS)** is a web-based software application that manages the administration, documentation, tracking, and reporting of training programs, classroom and online events, e-learning programs, and training content.

Q: ***I've heard about an LCMS; what is the difference between the LMS and the LCMS?***

A: A Learning Content Management System (LCMS) is a related technology to the learning management system, in that it is focused on the development, management and publishing of the content that will typically be delivered via an LMS. An LCMS is a multi-user environment where developers may create, store, reuse, manage, and deliver digital learning content from a central repository.

An LMS focuses on the student; whereas a LCMS focuses on the learning content (online courses).

Q: ***Do I need any add-ons to run the LMS?***

A: Yes.

- Java (version 1.5 or higher)
- Internet Explorer 6 with Service Pack 2 and 3 **OR** Internet Explorer 7 **OR** Firefox 2.0.14 or higher
- Flash player browser plug-in version 8 or higher
- Browser support for Java Script and session cookies
- To help with the overall performance of the LMS and the courses associated with it; you may add the LMS site to your trusted zone.

Q: ***How do I access the LMS?***

A: Your agency administrator and OIT should have arranged to provide you with an authorization code to use on the **myNewJersey** portal site. This code is personalized for you and need only be used one time to provide access to your eLearning information via the portal, located at nj.gov. Once you are logged in, look for the e-Learning link on the left hand side. View a PowerPoint presentation at <http://tnett.tmis.treas.state.nj.us/intratre/TreAdmin/lms/lms.pps>.

Q: ***What will I see the first time I logon?***

A: Each and every time you logon to the LMS, the first page you will see is the **Organizer Home**. This page contains announcements, the calendar and other dashboards according to the permissions assigned to the user's role.

Q: ***How do I sign up for courses on the LMS?***

A: Click on the Learning and Metrics link at the top of the page. This page shows your Required Learning, Elective Learning, and any Learning Plans that apply to you.

Home Role: **Leamer** Notes Help End-user Tutorial Contact Us Log Off

HRDI
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My Home Search: Go

Organizer
Review and manage your learning, events, and messages.

Learning and Metrics
Manage your online and instructor-led courses, learning plan, and student transcripts.

Resource Center
View your online resources here.

Settings and Preferences
Manage your user profile, roles, shortcuts, and personal preferences.

End-user Tutorial
Launch the tutorial.

Universal Search
Search Courses, Classes and Online Resources.

Learning and Metrics Home

Learning and Metrics Home
Here you can take and register for online courses and instructor-led courses, as well as view your progress against your personal learning plan. You can also view your student transcripts and certificates for completed courses.

My Required Learning **My Elective Learning** **Instructor-Led Training Events**

Discrimination Policy In Progress

DEP - C&E Solid Waste Bloodborne Pathogen Refresher In Progress

Solid Waste Bloodborne Refresher In Progress

Customer Service: 3 Fixing Problems [Link Missing/Out](#)

Workplace Environment (Videos): 1 Computer Common In Progress

Understanding and applying the basics of ergonomics can put you in control of your comfort when using your computer. During this program you'll learn easy and effective ways to ease discomfort or prevent it from occurring. You'll also [...]

Instructor-Led Training Events
Event listing for the next 14 days

Q: **There doesn't appear to be any training scheduled for me. How do I view the courses that are available to me?**

A: 1. Click on the **Catalog** link on the left hand side of the **Learning and Metrics Home** page.

2. Notice the five tabs located across the top of the screen which read **Featured Courses**, **By Category**, **Alphabetically**, **ILT With Open Seats**, and **Online Resources**. These are the courses that are available to you for registration **subject to the approval process set up by your agency**.

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Organizer
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Learning and Metrics
Manage your online and instructor-led courses, learning plan, and student transcripts.

Resource Center
View your online resources here.

Settings and Preferences
Manage your user profile, roles, shortcuts, and personal preferences.

End-user Tutorial
Launch the tutorial.

Universal Search
Search Courses, Classes and Online Resources.

Course Catalog: Alphabetically

Search for: Go [Advanced Search](#)

Featured Courses **Bundles** **By Category** **Alphabetically** **ILT With Open Seats** **Online Resources**

Select a letter range to view from the drop-down menu then click **Show**. Click **Details** or the name of the course to view its details.

Select Letter Range: **Show**

Displaying records 1-10 of a total of 2622. Results per Page: **Show**

.NET Remoting and Web Services (Visual Basic .NET for XML Web MCSD/MCAD 70-310 - Course 2)
Training Type: Online Course Vendor: MindLeaders Duration: 3 hours
Description:

Learners are permitted to take approved training on State time with supervisor approval. Unapproved, self-paid training can be taken using the learner's personal time only. Unauthorized use of the LMS account by anyone other than the learner assigned to that account is strictly prohibited.

Q *What is ILT?*

A: ILT stands for Instructor Led Training. These are classroom-based trainings offered within your agency or in a classroom setting.

Q *What other type of trainings are available?*

A: OLTs, or Online Trainings, meaning course content provided through multimedia resources via the LMS are available. In addition, UDTs, or User Defined Tasks are used to track trainings taken outside of the LMS

Q *What if I need to cancel a class I am registered for?*

A: If you are registered for and approved to take a class and subsequently drop the class within ten days before it is scheduled to run, your department must pay for the seat in the class.

If you need to cancel your seat in a class within ten days before it is scheduled to run, and your agency contacts LMS Administrator with a replacement learner prior to the start of the class, there will be no additional charge or penalty. An LMS Administrator will make the enrollment changes in the LMS. Substitutions are allowed if you call an LMS Administrator in advance.

Q *My course won't come up when I click the Launch button.*

A: Pop-up blockers should be set to OFF. Toolbars such as Google, MSN and Yahoo all have built in pop-up blockers which can cause issues.

Q: *I have completed a course, but the status still shows Not Attempted.*

A: Check the following:

- Verify all sections of the course are complete
- If a test is required for completion, ensure the test is complete
- If the course does not complete, try refreshing the Internet page

REMEMBER:

- Every course page must be viewed
- The exit feature within the course will bookmark and save the course information
- Do not use the red "X" to exit the course

Q: *I have completed the course, but can't access the Completion Certificate.*

A: If the Completion Certificate does not show, the Learner should try refreshing the Internet page. If that doesn't work, **check to see that Adobe Reader 9.0 or higher is installed.** When working properly, the certificate will open in a new window (pop-up blocker should be turned off).

The Completion Certificate can be found on the **History tab** within the **My Required Learning** and **My Elective Learning** pages. Please note that certificates can take a couple of days to appear.

Q: *Are there any LMS online tutorials available?*

A: Yes. On the My Home page at the far right of the horizontal navigation bar is a link to an End-User Tutorial. Just click the link to launch it.

DEFINITIONS

Archive – to make a record unavailable for active use and to remove that data from reports.

AWE (Approval Workflow Engine) – the series of steps used to process a learning request submitted by a learner.

Catalog – list of courses available for a student to request.

Class – an instance of a course taking place at a specific date, time, and location. Please note that a class can have more than one session or can be a multi-day class.

Course – term used to describe any learning object, such as ILT, OLT, or UDT.

ILT (Instructor Led Training) – courses that are classroom-based and have an instructor and a location.

Learning Plan – a group of learning activities (online courses, classes, etc.) assigned to one or more learners.

Learning Request Form - the form completed by a learner during their submission of a learning request.

OLT (Online Training) – course content provided through multimedia resources, such as the internet.

Required Learning – refers to all courses that have been assigned to a user, whether through a formal curriculum (learning plan) or in cases where a supervisor or administrator has registered or enrolled users into courses on their behalf. Required courses may or may not require supervisory or fiscal approval to take.

User Profile – set of information specific to one individual user account, including contact information, assigned groups, roles and supervisors.

UDT (User-defined tasks) – training activities that are unique to the organization and/or learner that are typically job or skill set driven and occur when the learner completes an activity outside the LMS. These can include but are not limited to self-paced learning, attendance at a conference, tuition reimbursement, job shadowing, reviewing job aids, etc.